



CERTIFIED PAYMENTS PROFESSIONAL CANDIDATE HANDBOOK



ETA IS

the not-for-profit trade association sponsoring the ETA CPP certification program on behalf of the entire electronic payments profession. The credential reflects the responsibilities of today's payments professionals. ETA is committed to ensuring that the ETA CPP credential becomes the highest standard of excellence in the industry.

HOW ETA CPP SERVES YOU

The ETA Certified Payments Professional (ETA CPP)™ program has set the standard for excellence in the payments industry since 2011. Earning the credential demonstrates your commitment to high performance and confirms you have the knowledge and skills to navigate today's complex electronic payments environment.

The ETA CPP exam is developed by the ETA CPP Credentialing Committee, made up of subject matter experts from across the industry—including operations, risk, and sales. The exam content is based on a job task analysis and insights from dozens of payments professionals.

Please use this Candidate Handbook to understand the policies and procedures of the ETA CPP program as well as the exam application and registration processes. If you have additional questions after reviewing this information, please contact us at etacpp@electran.org.



ETA CPP EXAM INFORMATION

125

The exam includes 125 multiple-choice questions based on psychometrically validated procedures and testing industry standards.

- The ETA CPP examination is a computer-based exam, administered in English only, remotely through Live Online Proctoring.
- ETA ensures the ETA CPP exam is valid, reliable, statistically sound, and legally defensible.





DOMAINS

- Domain 1: Sales
- Domain 2: Pricing and Interchange
- Domain 3: Process, Operations and Workflow
- Domain 4: Products, Solutions, and Mobile Technology
- Domain 5: Risk
- Domain 6: Regulatory, Compliance and Security
- Domain 7: Underwriting

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GETTING STARTED

COMPLETING YOUR APPLICATION

The ETA CPP examination application is available at <https://member.electran.org/certification-programs>.

CANDIDATE REQUIREMENTS

- High School Diploma or College Degree and 1 year of industry experience; or
- 3 years of industry experience

COSTS

- Exam - \$450 (Member) or \$600 (Non-Member)
- International (additional fee) - \$150
- Additional costs may be incurred by the candidate for the following:
 - Take It Soon: allows candidates/test-takers to schedule a test 24-72 hours prior to the selected test time and incurs an additional fee of \$8.00 USD.
 - Take In Now: allows candidates/test-takers to schedule a test less than 24 hours prior to the selected test time and incurs an additional fee of \$12.00 USD.
 - No Show: Candidates who have a confirmed appointment with a Proctor and fail to attend at the scheduled date and time—without providing timely notice—will be classified as a "no-show." Timely cancellation is defined as notification received at least 24 hours prior to the scheduled session. No-shows and late cancellations will be assessed a \$200 fee.



TIMELINE

1. Complete Application and Submit
2. Confirmation of Receipt Email Sent
3. Application Reviewed and Approved
4. Approval Acknowledgement Sent
5. Notice to Schedule Email Sent with Link to ProctorU
6. Schedule Your Day and Time with ProctorU
7. Day of Exam, Log into Platform
8. Proctor will Complete Verification of Candidate
9. Candidate Launches Exam



ACCESSIBILITY ACCOMODATIONS

If you require special accommodations, please ensure that you indicate this request on your application.

ADA Request

Please supply the information below.

Please select:

- ☐ Handicap Accessible
- ☐ Reader
- ☐ Extended testing time (time and a half)
- ☐ Extended testing time (double time)
- ☐ Other

If "Other" specify:

Description of Disability:

PLEASE NOTE: It is your responsibility to provide supporting documentation from a Licensed Professional on the Professional's letterhead along with your application. Failure to provide the required documentation by the timeline outlined in the candidate handbook may result in you not receiving the accommodations you are requesting. For additional information about process and timeframe, please email etacpp@electran.org.

Please list the name and contact information of a professional that can verify your disability below.

Name:

Street Address:

City:



PREPARING FOR THE ETA CPP EXAM

ETA CPP STUDY GUIDE

is broken down into the seven (7) domains of the payments ecosystem and contains knowledge tasks for each domain along with a workbook sections and reference tools to assist the candidate in doing the research to obtain the responses.

ETA CPP ONLINE REVIEW COURSE

developed by the ETA CPP Credentialing Committee is designed to compliment the ETA CPP Study Guide and walk candidates through the various domains.

ETA CPP PRACTICE TEST

is a 65-item practice test for the ETA CPP exam. This practice test reflects current exam content. All items are in multiple-choice format. Similar to the certification exam, this practice test includes items that reflect tasks and knowledge across the seven (7) domain areas of the payments industry.

ETA CPP MINI-STUDY SESSIONS

facilitated by our ETA CPP Credentialing Committee for groups of 10 or more. These mini-sessions focus on each domain and allow the participants to interact with the ETA CPP Committee member.



DAY OF EXAM EXPECTATIONS

ESTIMATED DURATION

3 hours

PROTOCOLS

- Candidate's computer must have a webcam as well as a microphone and speakers.
- Proctor will verify candidate's identification. Name on candidate's ID must match the name on the application.
- Proctor will scan the environment to ensure that area does not contain prohibit items and void of distractions.
- The proctor has complete access to the candidate's computer to monitor for unauthorized activities, such as accessing other software applications, using multiple monitors, or having someone else take the examination remotely. The proctor can terminate the testing appointment for integrity reasons at any time.

PROHIBITED

- Cameras, cell phones, optical readers, or other electronic devices that include the ability to photograph, photocopy, or otherwise copy test materials
- Notes, books, dictionaries, or language dictionaries
- Book bags or luggage
- iPods, MP3 players, headphones, or pagers
- Calculators, computers, PDAs, or other electronic devices with one or more memories
- Personal writing utensils (i.e., pencils, pens, and highlighters)
- Watches
- Food and beverage
- Hats, hoods, or other headgear



RESULTS, SCORING, AND RETAKES

Candidates will receive pass/fail results of the exam 7 days after completion of the exam window.

Scoring details will be distributed to the candidate 7 days after the close of the testing window.

Candidates who failed the exam, will receive an email with the link to purchase a retake exam. Cost of retake is \$200.



CONGRATULATIONS!

You've earned your ETA CPP so say it loud and proud by displaying your Digital Badge anywhere you have an electronic presence.

- LinkedIn
- Facebook
- Instagram
- Twitter
- Snapchat
- TikTok
- Email Signature



MAINTAINING YOUR ETA CPP

RENEWAL Every 3 years

REQUIREMENTS

- o Earn and upload 36 CE Credits during that 3-year period in order to renew.
- o CE Credits need to be earned and consumed in the 3-year renewal term – they do not rollover.
- o CE Credits to be uploaded to your ETA profile under Education.
- o Upon Approval 36 CE Credits a Renewal Invoice will be generated to your profile.
- o Cost of Renewal is \$75 (Member) or \$150 (Non-Member).
- o If you fail to earn 36 CE Credits within the renewal period, your credential will lapse.
- o A lapsed credential will require you to take the ETA CPP exam again.





WHAT QUALIFIES FOR CE CREDITS?

- Courses, webinars and/or events that are payments focused and not product or company specific will qualify.
- Attendance at industry-related workshops, seminars, courses, conference and live webinars or live virtual events (these programs do not need to be sponsored/produced by ETA).
- Industry-related college or university courses.
- Serving as a lecturer or speaker on industry-related workshops, seminars and college/university courses.
- Publication of authored articles on industry-related topic areas (not restricted to ETA publications).
- Active participation on ETA or other industry related organization committees.
- Completion of an independent/self-study course (with a method of evaluation or certificate of completion) in an industry related-topic area.
- Successful completion of another industry-related certification or licensure examination.



CALCULATING CREDITS

- Earn 1 CE Credit for every 50 minutes of educational content.
- Conferences or events are calculated by taking the sum of the number of minutes accrued; divide by 50 and round the number down.
- ETA CPPs are required to calculate and self-report their CE Credits.



UPLOAD YOUR CE CREDITS

1. Go to Account then Education.

★ Overview

✎ Account

🏢 Organizations

🛒 Purchases

👤 Personal Info

✉ Contact Info

📁 Committees

🔍 Additional Info

🎓 Education

📄 Credits

📜 History

Add New Education Credit +

1 [1 to 12 out of 12 records]

2. Go to Add New Education Credit.

📘 Education Credit Type: *

📘 Description: *

📘 Number of Credits Earned: *

📘 Credit Earned On: *

📅

📘 State/Province:

State/Province

📘 Reference:

Save

Cancel



UPLOAD YOUR CE CREDITS

- Complete the applicable form fields, using the Drop Downs where applicable.
- In the Description Field, include as much detail as possible.
 - Name of course, webinar, event, etc.
 - Events such as Transact can be entered as one entry. Just include how many sessions you attended (ie. 2023 ETA Transact. 6 Sessions).
 - Include host or facilitator of webinar or course (i.e. ETA State of Payments Webinar).
 - DO NOT INCLUDE WEBLINKS OR URLS.
- Once the form is complete, Hit Send.
- Your CE Credits will be reviewed and approved.
 - In the event that more information is needed, you will receive an email asking for more detail and to possibly upload documentation.



VIEW YOUR CE CREDITS

1. Go to Purchases, then Certification.

[★ Overview](#) [🔗 Account](#) [🏢 Organizations](#) [🛒 Purchases](#)

🛒 Recent Orders

📄 Recent Invoices

💰 Recent Payments

📖 Memberships

📄 Subscriptions

📅 Events

🛒 Merchandise

📄 Publications

⚙️ Certifications

⚙️ Current Certifications

1 [1 to 1 out of 1 records]

Certification Name

ETA CPP

1

1. Then Click View and then Manage Certification

Manage Certification

2. Then Click Certification Details

Applied by: Viviana Cabre (vmanagel)

Application Details 📄

Certification Details ⚙️

12/30/2022 - 12/30/2025
Effective Dates



PENDING, AVAILABLE AND APPLIED CREDITS

Name	Credits
EDUCREDIT	Required: 36.00 Pending: 0.00 Available: 2.00 Applied: 0.00

PENDING

Pending CE Credits are items that have been uploaded but not Approved.

AVAILABLE

Available CE Credits have been Approved.

APPLIED

Applied CE Credits are those Approved credits that have been Consumed toward your renewal requirement.



APPROVAL

- When you attain 36 CE Credits and they are approved, a renewal invoice will be placed on your profile.
- Payment of your renewal fee will complete the renewal process.
- If your CE Credits need additional information prior to approval, you will be notified to upload documentation and/or provide further detail in your entry.
- Upon completion of your renewal, you will start the process of earning CE Credits over again.



CE CREDIT QUALIFIERS

COURSES

- ETA Payments 101 and 201
- ETA Compliance Course [coming soon]
- Courses that are payments focused, not product specific or company specific

WEBINARS

- ETA Spotlight Calls
- ETA on the Hill
- ETA Policy to Prosperity: A Dialogue on Empowering Communities Through Financial Literacy
- ETA Annual Payments Fly-In

EVENTS

- ETA Transact
- ETA Strategic Leadership Forum
- Regional Events – SEAA, MWAA, NEAA and WSAA

COMMITTEE INVOLVEMENT

- ETA Industry Affairs Committee
- ETA CPP Credentialing Committee

TIPS & TRICKS: EXAM PREP

- o Ensure you give yourself plenty of time to study & research.
- o Self-identify your knowledge gaps and focus more on your weaker areas.
- o Be curious about all things payments go beyond the study guide in research and ask the experts who are doing the role day to day.
- o Study in a group/individual setting that is conducive to your studying atmosphere.
- o Ensure that you are wearing your ETA or Best Practices hat and not your company specific hat.



TIPS & TRICKS: RENEWAL

- Don't wait until the last minute to earn CE Credits.
- Log your CE Credits as you go and retain backup in case of audit.
- Join the ETA CPP LinkedIn Group to stay informed on qualifying courses, webinars and events.
- Reference this Handbook and ETA's website to find CE Qualifiers.
- Reach out to etacpp@electran.org with any questions.

